



Q: I'm confused and angry. I recently bought a direct flight ticket, thinking it would take me from Boston to Miami in one fast hop. We stopped in Philly, and were delayed for three hours before taking off for Miami, and I missed a family celebration. What did I do wrong? *PHR, Newport RI*

A: Your error may have been that you bought the cheapest ticket without reading the fine print. Next time, be aware of the difference between direct and non-stop. Direct flights may be cheaper than non-stops, but always have at least one scheduled landing at an in-between airport along the route. It may take just an hour to drop off and pick up passengers, or as with unfortunate you, get complicated by delays and other time-consuming factors.